

REQUEST FOR PROPOSAL

Addendum # 1



Department Of Executive Services
Finance and Business Operations Division
Procurement and Contract Services Section
206-684-1681 TTY RELAY: 711

ADDENDUM DATE: July 21, 2004

RFP Title: On-Board Systems / Communication Center System

RFP Number: 04-001PR

Due Date/Time: August 19, 2004- 2:00 P.M.

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Q#	Subsection	QUESTION	ANSWER
GENERAL SYSTEMS QUESTIONS			
1.		Is the (existing) AVL system able to track buses anywhere downtown or county wide?	CLARIFICATION The current AVL system is signpost and odometer based and does not utilize GPS. Used by fixed route service only, this legacy system can track revenue vehicles anywhere within the King County service area, but only while they are on their designated routes
2.		KCM mentioned in several locations that you would make the (existing) signpost system available as an alternative location system. What is your intention with regards to maintaining that system?	CLARIFICATION If the successful proposal includes adoption of signposts into the new vehicle location system, King County staff will maintain the system of signposts. KCM has had internal staff doing this maintenance for a long time.
3.		What is application interface between the mobile radio and the Vehicle Logic Unit (VLU)?	CLARIFICATION The application interface between the VLU and the new mobile radios provided by the Transit Radio System project will be determined after a vendor has been selected and awarded the TRS contract.
4.		Will the vendor be responsible for upgrading or replacing the WLAN system?	CLARIFICATION Yes. See Part C, Subsection 2.A.1.6.3. Wireless Local Area Network of the OBS/CCS RFP.

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5.		Is it acceptable to propose a separate MDT?	CLARIFICATION Assuming the MDT (Mobile Data Terminal) referred to in this question is the same device as the DDU (Driver Display Unit) described in the OBS/CCS RFP, the answer is no. KCM has planned that fixed-route operators will have only one DDU with which to interface on the revenue vehicles and this will be provided by the RFCS project's contractor, ERG.
6.		KCM mentioned in the future technology section that you are considering providing passengers with internet access. How far ahead are you in these thoughts? Can you give us a time estimate as to when you might do this?	CLARIFICATION Public wireless access on-board transit vehicles would be a nice customer amenity and KCM is considering adding that capability in the future. KCM has no plans for developing this or adding any other additional technology to the revenue vehicles until the three major projects (OBS/CCS, RFCS and Transit Radio System) that are currently under way are finished.
7.		The RFP indicates that destination signs, DDU, etc., hang off the VLU. How does KCM envision all these devices hanging off a common network when they have different kinds of interfaces?	CLARIFICATION KCM wants a fully integrated system. A single vehicle area network is not expected to meet all the subsystems' communications requirements. Proposers are requested to propose a VLU that will interface to all of the required subsystems and that meets the functional requirements.
8.		On board the buses KCM currently has a fare collection system. ERG is going to come on board and add another system. Are these two systems going to be independent of each other?	CLARIFICATION The existing farebox will be independent of the RFCS project's "smart card" system and will not be integrated into the OBS architecture. When "smart card" is implemented, the existing farebox will continue to be used solely for collecting cash fares. The minimal data that will be obtained from the farebox will be collected when its vault is manually probed in order to remove the cash. Fare collection functions, including non-fare transactions such as bicycles carried and non-payment will all be moved over to the smart card system.
9.		If they (the two fare collection systems) are independent, does the fare box communicate wirelessly to the base?	CLARIFICATION No.
10.		Is all bus parking at all the bases outside?	CLARIFICATION KCM's North Base has indoor parking for revenue vehicles. All other transit bases have outdoor parking for revenue vehicle.

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PROPOSAL REQUIREMENTS QUESTIONS			
11.		In the four-step proposal evaluation process, it wasn't clear what the difference was between Phase II and Phase III?	<p>CLARIFICATION</p> <p>In Evaluation Phase II, KCM will evaluate the proposer's response to Part C, Section 2, which contains all of the Project's general and overarching technical requirements, as well as those requirements specific to Level 1. Level 1 requirements relate to all provided systems and functionality that go on the revenue vehicles, and all systems and functionality that reside at the Transit Bases to handle wireless communications, data flow and "back office" processes. In addition, during this evaluation phase the Level 1 Price proposal also will be evaluated. The Level 2 requirements (primarily CCS) will not be evaluated in this phase.</p> <p>At the end of Evaluation Phase II, KCM will select those proposals with the best Level 1 solution, finding these to be within the competitive range. Only those proposals selected as being within the competitive range will then be evaluated during Evaluation Phase III for their proposed Level 2 solution. No Level 2 solution will be evaluated unless that proposal has been selected during the Evaluation Phase II as being within the competitive range.</p> <p>See Part A, Sections E.2, Evaluation Phase II and E.3, Evaluation Phase III.</p>
12.		KCM has a very structured RFP. Have you considered a pre-defined structured response form so proposers have a clear idea what their response should be, e.g. a compliance matrix with lots of narrative?	<p>CLARIFICATION</p> <p>KCM has given a lot of thought to what was wanted in the form of a response from proposers and tried to describe this clearly in the OBS/CCS RFP. We are not interested in a compliance matrix that only requires proposers to check items off a given list because we do not believe that type of response will provide us with useful information about the "fit" between your existing system and the OBS/CCS requirements.</p>
13.		In Part A, KCM is concerned about cooperation (between the contractors for the various interdependent projects); you are basically requiring an affidavit? Are there additional guidelines for managing contractor collaboration?	<p>CLARIFICATION</p> <p>Yes. See Part C, Subsection 1.C.1, Project Dependencies that details the requirements for KCM's interdependent projects and their contractors.</p>

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14.		There are references for Attachment P, but not for Appendix P in the RFP? Is this missing?	CLARIFICATION No, there is no Appendix P provided in Part C of the RFP, only Appendices A through M. Part A contains Attachments A through Q. Part B contains Exhibits 1 through 9.
<u>RADIO SYSTEM QUESTIONS</u>			
EXISTING RADIO SYSTEM			
15.		Are the (existing) radios built special for transit?	CLARIFICATION No, they are a standard GE Delta radio.
16.		Is there access (on the vehicles) for additional antennas?	CLARIFICATION The access openings are only for existing antennas. There is room for additional antennas, but access would have to be crafted upon assembly, and proximity to (and/or effect on) other antennas would be subject to approval by the KCM.
17.		Are you using digital or analog?	CLARIFICATION The following reference for KCM's existing radio system can be found in Part C, Subsection 1.B.5.1, 450 MHz Radio/AVL System, of the RFP: "There are continuous analog data communications occurring at 2400 baud on the data channels. Voice communications between Communications Center staff and field staff are conducted as analog voice transmissions."
NEW RADIO SYSTEM			
18.		How many channels do you have dedicated for data only?	CLARIFICATION The new system will provide two dedicated 12.5 KHz digital channels for vehicle polling.
19.		How many voice channels do you have?	CLARIFICATION Final radio voice channels have not been determined.
20.		Are you using a conventional or trunked system?	CLARIFICATION The new Transit Radio System will be a digital trunked system.

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21.		Please provide all information regarding your radio infrastructure and vehicle mobile radio, base station manufactures part numbers, vehicle mobile radio manufacturers part number, number of remote sites radio.	CLARIFICATION This information is not available at this time as we have not yet issued the RFP for the radio system.
22.		What areas are using simulcast?	CLARIFICATION This information is not available at this time as we have not yet issued the RFP for the radio system.
23.		Please provide more detailed information on your tunnel radio system.	CLARIFICATION This information is not available at this time as we have not yet issued the RFP for the radio system.
24.		Are you using a dedicated channel for data to poll vehicle continuously for AVL info, and to send specified numbers of vehicles into talk groups?	CLARIFICATION The new radio system will provide two dedicated 12.5KHz digital channels that could be used for vehicle polling. As far as setting up group calls or individual calls to buses, OBS/CCS vendor is to work out interface details with the radio vendor.
25.		Section 1.C.6.2. Joint Tunnel Operation: Will the joint tunnel talk group (infrastructure, functionality) be part of the TRS scope of work and only the feature to switch busses automatically to this talk group the part of the OBS/CCS Level 2 scope of work?	CLARIFICATION That is correct.
26.		Will the new on-board radio provide wireless access to all the systems on the bus?	CLARIFICATION The on-board TRS radio will provide wireless access for radio control, AVL, emergency alarms and critical AVM alarms.
27.		Should KCM even be talking about radio bandwidth in this context about improving this system? What is the anticipated bandwidth of the new radio system? What is the specification for the new radio system?	CLARIFICATION The radio specification is not available at this time as we have not yet issued the RFP for the radio system. However, we anticipate the new TRS will provide two 12.5KHz channels for transit data.

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28.		Do we know what the RFP states as the required bandwidth for the new radio system? How much bandwidth will we have to deal with?	CLARIFICATION The radio specification is not available at this time as we have not yet issued the RFP for the radio system. However, we anticipate the new TRS will provide two 12.5KHz channels for transit data.
29.		What is the current Application Interface (API) between your present CAD/AVL system and the radio system?	CLARIFICATION In Phase III of the proposal evaluation process, CCS Upgrade proposers with a proposal within competitive range will be invited to participate in a CCS Upgrade Assessment. These proposers will have access to the existing system, its code and documentation within the conditions which will be set forth in a future RFP addendum. See the OBS/CCS RFP Part A, Subsection 2.E.3, Evaluation Phase III, for more details on Phase III of the proposal evaluation process. If there is particular information related to the legacy CAD/AVL system's interface to the 450 MHz radio system that may be helpful, please submit a specific question.
30.		If a proposer chooses to modify the existing CAD/AVL system, when and how will they have access to the source code? If access is not provided until the proposal evaluation process (Phase III), this is a little late to make this decision.	CLARIFICATION As noted above, in Phase III of the proposal evaluation process, CCS Upgrade proposers with a proposal within competitive range will have access to the legacy CAD/AVL system, code and documentation. Part C. Subsection 3.A.5, Communications Center Systems Upgrade (Alternative B) of the OBS/CCS RFP provides information about the legacy CAD/AVL system that may be helpful to vendors considering the Upgrade Alternative. Vendors are encouraged to submit specific questions related to the legacy CAD/AVL system for additional information that may assist them in their decision to either bid or prepare their proposals.
CCS QUESTIONS			
31.		Who wrote the CAD/AVL code? What software is used? Does KCM own the code?	CLARIFICATION KCM and a consultant completely rewrote the CAD and AVL modules in Visual Basic 6.0. They are owned by KCM. As for the rest of the system, little of the original system remains as provided by Harris in the early 1990s. KCM has the right to use and modify the code, and the vast majority of the system has been rewritten by KCM. Much of the system is written in "C" and utilizes IBM/Informix databases.

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			The legacy CAD/AVL system hardware and software are described in detail in the OBS/CCS RFP Part C, Subsection 3.A.5, Communications Center Systems Upgrade (Alternative B).
32.		How are routes assigned to radio channels?	CLARIFICATION In the current Radio/AVL system, routes are grouped by geographic area and assigned to a particular radio channel. For example, trolley routes are on one channel while south King County routes are assigned to another channel.
33.		Are cell phones carried by transit operators?	CLARIFICATION Cell phones are not provided by KC Metro. However, some transit operators carry their own cell phones.
COMMUNICATIONS CENTER TOUR			
34.		How does the current system let an operator know that an EA has been acknowledged?	CLARIFICATION The colon flashes on the operator's Mobile Data Terminal time display.
35.		Would it be beneficial if coordinators could see what is happening on a coach with an EA by viewing transmitted video?	CLARIFICATION This is not an established business need and is not within the OBS/CCS project scope.
36.		Does the legacy CAD/AVL system use the King County GIS?	CLARIFICATION Yes. See the OBS/CCS RFP Part C, Subsection 1.B.6.3, Geographic Information Systems (GIS) for more information.
37.		Does microDATA provide the King County GIS?	CLARIFICATION No, King County Metro's GIS is operated and maintained by KCM staff who are GIS professionals. See the OBS/CCS RFP Part C, Subsection 1.B.6.3, Geographic Information Systems (GIS) for more information.
38.		Does the Communications Center provide communications support for ACCESS paratransit service?	CLARIFICATION No, the Communications Center supports only KCM fixed route service. ACCESS Paratransit service has its own call center.
39.		What is the procedure if a communications coordinator needs to take a break?	CLARIFICATION The coordinator will notify his or her co-worker. The coordinator can send his or her work to another coordinator through the temporary log out (TLO) process described in the RFP in Part C, Subsection 3.B, CC11 – Log out CCS User.

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40.		What do the colored lights next to the coordinator workstations indicate?	CLARIFICATION The light indicates whether a coordinator is talking on the radio (red light), talking on the telephone (blue light), or listening to the radio (green light).
41.		Is the Communications Center telephone system part of the OBS/CCS procurement?	CLARIFICATION No.
42.		Do communication coordinators use Nextel cell phones?	CLARIFICATION Yes, they are used as backup communications devices in case the telephone system or radio system doesn't work. All Communications Center telephone system calls are recorded, so the policy provides for minimal use of the Nextels.
43.		How many workstations will be used at the new Communications Center?	CLARIFICATION There will be eleven new coordinator consoles installed at the new Communications Center facility. See the RFP Part C, Subsection 3.A.7.2, Communications Center Environment, for more details.
44.		How will the transition between the new and old systems be handled? Will you add staff?	CLARIFICATION There will be a period of parallel system operations and possible operation of two Communications Centers. The specifics of how this will be handled are still under discussion. Additional staff may be needed.
45.		How many Downtown Seattle Transit Tunnel stops are there?	CLARIFICATION There are five tunnel stations. Light rail and bus service will both operate in the Tunnel. KCM will manage and operate the light rail service for Sound Transit.
46.		When will the Tunnel be closed?	CLARIFICATION Tunnel closure is scheduled for 2005-2007, with light rail service beginning in December 2008.
47.		What is the frequency of the vehicle status updates provided by the current CAD/AVL system polling function?	CLARIFICATION Approximately 10 coaches per second using two data channels, or about every 1 ½ minutes during peak service.
48.		How often are the AVL maps updated?	CLARIFICATION The street network and other GIS data are updated on a biweekly basis.
49.		What is the tightest headway for KCM transit routes?	CLARIFICATION Route 7 has about 7 minute headways. Most routes have headways between 10 and 30 minutes, depending on the route and time of day.

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CAD/AVL DEMONSTRATION			
50.		Is the current CAD/AVL system used by a customer services staff?	CLARIFICATION No, the system is utilized by Service Communications in the Communications Center. However, the My Bus and Bus View applications distribute the AVL data via the Internet to KCM staff and transit riders. Customer Services chiefs and other key KCM staff may access CSR Web reports to address immediate customer concerns related to incidents or service disruptions.
51.		What are the thresholds for changes in vehicle status indicated by changes in the color of the vehicle symbol on the AVL map?	CLARIFICATION The color of the vehicle symbol changes if the vehicle is two minutes early or 15 minutes late. There's also a different color for a bad odometer, since this is a signpost and odometer based AVL system.
52.		What shortcomings have you found in the GIS maps?	CLARIFICATION The KCM GIS is a full-featured system, supported by expert King County staff. The system is very accurate and reliable. Map errors are rare, e.g. the map doesn't yet reflect minor changes in the street network on which transit operates, and are corrected promptly by GIS staff when identified. Overall, the quality of the data is excellent. KCM's GIS is scheduled for significant improvements later this year with the implementation of the TNET (Transportation Network). See OBS/CCS RFP Part C, Subsection 1.B.6.3, Geographic Information Systems (GIS) for more details.
53.		Is your GIS ESRI based?	CLARIFICATION Yes. See the RFP Part C, Subsection 1.B.6.3, Geographic Information Systems (GIS) for more details. We use Map Objects for the AVL shape files. See Part C, Subsection 3.A.5.1.2.2, CAD/AVL for more information.
54.		What is the route update process?	CLARIFICATION The routes are GIS layers. We use a biweekly process to update both the GIS and schedule data for the CAD/AVL system. See the RFP Part C, Subsection 3.A.5.1.2.8, Schedule & GIS Data Import ("Schedule Build") for more information.